

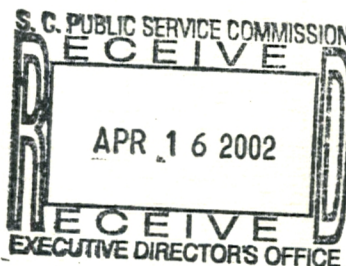


**United Way**  
of South Carolina, Inc.

2711 Middleburg Drive  
Suite 307  
Columbia, S.C. 29204  
Phone: (803) 252-9101  
FAX: (803) 256-8347

April 11, 2002

Mr. Gary E. Walsh  
Executive Director  
S.C. Public Service Commission  
PO Drawer 11649  
Columbia, SC 29211



Dear Mr. Walsh:

United Way of South Carolina is the state association with 32 South Carolina community United Ways as members. In this capacity, United Way of South Carolina is playing the leadership role to develop a statewide 211 Information and Referral System.

On behalf of our members we are requesting designation of United Way of South Carolina as the holder of the three digit dialing number 211. You are likely aware that in 2000, the Federal Communications Commission (FCC) assigned 211 as the national telephone number for the purpose of community services information and referral. The United Way of the Midlands activated 211 June 2001, serving Richland, Lexington, Newberry, and Fairfield Counties. We anticipate that within a year United Ways will have developed 211 call centers in 4 regional areas of the state. United Way of South Carolina will provide the leadership to establish the standards, which call centers, will be required to meet before receiving the 211 designation. Attached is a draft copy of the standards being considered.

Designating United Way of South Carolina as the lead organization for 211 will provide the necessary requirement to assure that the South Carolina 211 system meets the expected national standards and provides the highest quality of service the citizens of South Carolina.

Yours truly,

*Sam Griswold*  
J. Samuel Griswold, Ph.D.  
Interim President and CEO

Attachments

*New Contact  
Jere Erenwein  
803-929-1017*

# 2-1-1 Operating Standards

Proposed 3-13-2002

To be presented to the UWSC Membership Committee on April 10<sup>th</sup>, 2002

**The standards listed are recommended by the Alliance of Information and Referral Systems, and have been adopted by the National 2-1-1 Collaborative. The version below is an edited and modified version of those recommendations for the State of South Carolina, to be complied with by all approved 2-1-1 centers in South Carolina.**

1. Ensure the provision of 24-hour coverage, year-round. The 2-1-1 center which contracts an external service provider for 24/7 coverage is responsible to ensure that quality measures and training are implemented.
2. Ascribe to the AIRS standards for Information and Referral.
3. Applicants must be accredited by AIRS. For applicants not accredited they are required to have submitted an application to AIRS prior to 2-1-1 application to United Way of South Carolina. Applicants must submit required documents within one year.
4. Utilize Certified Information and Referral Specialists and Resource Specialists. All paid staff will be required to have passed the CIRS test. Paid staff must sit for the CIRS exam within one year of eligibility.
5. Demonstrate cooperative relationships with specialized I&R's, crisis centers, 9-1-1's and 3-1-1's where applicable.
6. Have means of tracking call volume, number of abandoned calls, average speed of answering, average call length, as stipulated in the AIRS standards. (Which includes complying with all data collecting standards and sharing all requested information)
7. Computerized I&R database with inquirer data, as stipulated in the AIRS standards.
8. Recommend the use the AIRS/Infoline Taxonomy.
9. Have the ability to publicize 2-1-1 services and educate the public on an on-going basis.
10. Multi-lingual accessibility either on-site or access to live translation via the AT&T (or comparable company) language line.
11. Ability to develop linkages through protocol with appropriate clearinghouse agencies that may be able to provide services such as volunteer and or donation management.
12. Provide a direct link to volunteerism opportunities whenever possible.
13. Marketing standard: Phone calls will be answered United Way 211.

**Within the State of South Carolina where more than one I&R will be providing 2-1-1 services, it is recommended that 2-1-1 Centers have the following:**

1. An agreed upon plan to work in tandem to ensure 2-1-1 service to all areas of the state or region.
2. Ability to share resource data information.
3. Ability to track and share information on inquirer needs and unmet needs.
4. A common means of measuring outcomes for the operation of a call center.
5. An agreed upon means of communicating with the community represented by the call center on request for assistance, perceived gaps and barriers to service.

The above recommendations are representative of the operational components of the standard operations for a successful Information and Referral System.



United Way

# UNITED WAY OF SOUTH CAROLINA

## AGENCY APPLICATION

### FOR UTILIZATION OF 2-1-1

To be eligible to apply to 2-1-1 you must be a Generic Information and Referral Service and you must have applied to AIRS.

Date: \_\_\_\_\_ Generic I&R ☐ Applied to AIRS ☐

Agency Name: \_\_\_\_\_

Program Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax: \_\_\_\_\_

Website Address: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

TDD or TTY Number: \_\_\_\_\_

Executive Director: \_\_\_\_\_

Population Served: \_\_\_\_\_ Township/County/ZIP Served: \_\_\_\_\_

Agency/Program is primarily:

I&R ☐ Crisis Intervention ☐ Other, please specify: \_\_\_\_\_

Walk-in Services: Yes ☐ No ☐ Total annual I&R inquiries/contacts: \_\_\_\_\_

Printed Directory ☐ Internet ☐ Directory on Disk ☐

Services Provided: (On an attached sheet, please state clearly and concisely the services provided by your agency/program.)

Date agency/program established: \_\_\_\_\_ AIRS membership number: \_\_\_\_\_

Non-profit ☐ For-profit ☐ Government ☐

Member of AIRS affiliate association: Yes ☐ No ☐ Which one? \_\_\_\_\_

Hours of Operation: Days of week: \_\_\_\_\_ Hours: \_\_\_\_\_

Staff: (a list may be attached)	Position	Other Certifications	CIRS Certified	Full-time	Part-Time	Volunteer
_____			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How do you envision utilizing the 211 access number? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

To provide 24-hour access, who will you contract with a community agency? Please explain:

Type of Database: IRIS ☐ Refer 99 ☐ Other ☐

Do you have a Board of Directors? Yes ☐ No ☐

If yes, how many members? \_\_\_\_\_ Average number attending meetings: \_\_\_\_\_

How many times per year do they meet? \_\_\_\_\_

Do you have an advisory committee? Yes ☐ No ☐

If yes, how many members? \_\_\_\_\_ Average number attending meetings: \_\_\_\_\_

~~Budget: Annual I&R budget:~~ \_\_\_\_\_

Annual agency budget (if different from above): \_\_\_\_\_

Are you funded by United Way (specific to I&R)? Yes ☐ No ☐

Date of last audit: \_\_\_\_\_

<u>Funding Sources</u>	<u>Percentage of Income</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

~~Community Partnerships and/or Projects: (On an attached sheet, describe the community partnerships and/or projects that the agency is involved in.)~~

Please return the completed Agency Application Form to: Jane E. Esenwein  
Vice President

For additional information call: Jane-803-929-1017—United Way of South Carolina  
Email: jane.esenwein@uw-sc.org 2711 Middleburg Drive Suite 307  
Columbia, SC 29204

For UW of SC Administrative Use Only

Approved By:

UWSC Membership \_\_\_\_\_ Date: \_\_\_\_\_  
Committee Chair \_\_\_\_\_

Reviewer: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewer: \_\_\_\_\_ Date: \_\_\_\_\_